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EXAMINER

PESIN, BORIS M

ART UNIT

PAPER NUMBER

2174

DATE MAILED: 11/16/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/845,427

Applicant(s)

RAYMOND, ROBERT

Examiner

Boris Pesin

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 31 August 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 28-45 and 47-56 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 28-45 and 47-56 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |   |   |
|---|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)  | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)             |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Response to Amendment***

This communication is responsive to the amendment filed 08/31/2005.

Claims 28-45 and 47-56 are pending in this application. Claims 28, 47, 50, and 56 are independent claims. In the amendment filed 08/31/2005 no amendment to the claims were made. This action is made Final.

The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

### ***Claim Rejections - 35 USC § 102***

Claims 28 - 34, 36 - 41, 43 - 45, 47- 56 are rejected under 35 U.S.C. 102(e) as being anticipated by Rangarajan et al. (US 6275225).

In regards to claim 28, Rangarajan teaches a service information portal wherein at least one portal view profile each associated with and modifiable by a network administrator and comprising at least one reference to a data miner module configured to extract predetermined information from a predetermined entity in the networked computing environment and to cause management information derived from the extracted information to be included in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading

to the selected view. The `topology view` pane 905 displays icons that represent devices and views accessed through the view selected in the `topology hierarchy` pane 903." Column 9, Line 59 and Figure 5), wherein each at least one referenced data miner module is stored in a library of data miner modules accessible by the network administrator to select for inclusion in said at least one portal view profile the at least one referenced data miner module (i.e. "The data interaction pane 405 presents to the network administrator a selection of the set of features. In this instance, the network administrator is able to use the pointing device 121 to select which device types are to be managed. The device types that have been selected by the network administrator are listed in a selection status area 407." Column 7, Line 8 and "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12).

In regards to claim 29, Rangarajan teaches a service information portal wherein said portal view display has a format and arrangement specified by the associated network administrator (i.e. "The user is able to use the display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 30, Rangarajan teaches a service information portal wherein a portal view profile manager configured to provide a portal view profile associated with each of a plurality of network administrators, wherein each said portal view profile is configured to cause generation of a portal view display of management information customized by the associated network administrator, and a portal view display manager configured to execute a selected one of said portal view profiles to generate said

customized portal view display (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12).

In regards to claim 31, Rangarajan teaches a service information portal wherein said portal view profile manager comprises executable portal view profiles each designed for and/or by a particular network administrator (i.e. "FIG. 8 illustrates a profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), and wherein said portal view display manager is further configured to execute at least one of said portal view profiles and the at least one data miner module referenced therein (i.e. "The `select default configuration` procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default configuration is selected, it is loaded by a `load selected configuration` procedure 209." Column 5, Line 9).

In regards to claim 32, Rangarajan teaches a service information portal wherein a portal view edit manager configured to enable each of the plurality of network administrators to modify portions of their respective associated portal view profile (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12).

In regards to claim 33, Rangarajan teaches a service information portal wherein a help display manager configured to display help files in response to a network

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administrator's request (i.e. "A help SCA 827 invokes a help process that presents information to the user regarding the application." Column 9, Line 52).

In regards to claim 34, Rangarajan teaches a service information portal wherein said portal view display is generated automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a `start` terminal 201 and continues to an `authenticate user` procedure 203. The `authenticate user` procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 36, Rangarajan teaches a service information portal wherein said domain managers comprise one or more of the group consisting of: at least one network manager configured to manage individual networks and collections of networks (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); at least one software application manager configured to manage software applications executing on a node or server of the network computing environment (i.e. "This interrogatory may include a representation of the problem domain to allow the user to

select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); at least one database manager configured to manage databases executing on a node or server of the networked computing environment; (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); and at least one server manager configured to assist a network administrator manage operations of each server in a networked computing environment (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24).

In regards to claim 37, Rangarajan teaches a service information portal wherein the portal view profile further comprises attributes defining at least one of format, depth, breadth and arrangement of said portal view display (i.e. "The user is able to use the

display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 38, Rangarajan teaches a service information portal wherein a repository of mapping data that associates each of the plurality of network administrators and one of said portal view profiles (i.e. "A `select and run` SCA 825 makes the selected configuration the current configuration and invokes the console display using the selected configuration while preserving the default configuration." Column 9, Line 49); and a profile selector that, based on said network administrator, retrieves from said repository one of said portal view profiles that is to be implemented for said selected network administrator (i.e. "A `select and run` SCA 825 makes the selected configuration the current configuration and invokes the console display using the selected configuration while preserving the default configuration." Column 9, Line 49), wherein, for each of said at least one reference to a data miner module, said profile selector configured to verify that said reference has a syntax appropriate for said referenced data miner module (i.e. "At a `receive user's answer` procedure 309, the wizard process 300 receives the user's answer to the presented interrogatory. Then a `valid answer` decision procedure 311 checks the user's answer for validity. If the user's answer is not valid the wizard process 300 returns to the `present node interrogatory` procedure 307 to again present the interrogatory (possibly with an error or help message)." Column 6, Line 36).



In regards to claim 39, Rangarajan teaches a service information portal wherein said portal view profile comprises an extensible, executable software program (i.e. Figure 9).

In regards to claim 40, Rangarajan teaches a service information portal wherein each said at least one portal view profile comprises sheet display specifications defining one or more sheets of management information (Figure 9), each comprising one or more columns each defined by a column specification comprising attribute settings identifying a portal view module (Figure 9, 2 columns of information are shown with detailed information).

In regards to claim 41, Rangarajan teaches a service information portal wherein said profile selector is further configured to access a database of portal view specification files each said defining a grammar that is to be used in a portal view profile in connection with a corresponding portal view module (i.e." Once invoked, the profile-manager display 800 contains a window 801. The profile-manager display 800 presents a default configuration indication 803 that names the configuration used as the default configuration. The profile-manager display 800 also includes a configuration table 805 that lists the name of each configuration owned by the authorized user in a `configuration name` column 807. The configuration description that corresponds to the configuration name listed in the `configuration name` column 807 is presented in a `configuration description` column 809. The profile-manager display 800 includes a selection of SCAs that allow the user to invoke operations. A console SCA 811, when selected, invokes the console display (similar to one that is subsequently described with

respect to FIG. 9). Although Rniagarajan does not explicitly state that a particular grammar is stored to activate a portal view, it is inherent that grammar for components to interact be provided to allow portal view profiles to correctly call data needed to manage information.

In regards to claim 43, Rangarajan teaches a service information portal wherein said portal view display comprise a series of windows each allocated to displaying management information provided by a particular one of said at least one data miner modules(column 10, lines 1-6 and column 9, lines 54-58, *the use of multiple windows to display management information*).

In regards to claim 44, Rangarajan teaches a service information portal wherein said portal view display manager is further configured to display a detailed portal view display in response to a request by a network administrator (column 10, lines 1-6 and column 9, lines 54-58, *the use of multiple windows to display management information*).

In regards to claim 45, Rangarajan teaches a service information portal wherein said portal view edit manager is further configured to provide the network administrator with the ability to modify said portal view profile (i.e. "A `modify configuration` SCA 821 invokes the wizard process 300, previously described, but uses a reconstructed data structure that corresponds to the currently selected configuration (instead of the original data structure used when creating a new configuration) and selects the appropriate end node as the wizard's starting point." Column 9, Line 41).

In regards to claim 47 Rangarajan teaches a method for displaying a portal view display of management information relevant to a particular network administrator,

comprising: receiving an identifier of the network administrator; providing a portal view profile associated with the identified network administrator (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a `start` terminal 201 and continues to an `authenticate user` procedure 203. The `authenticate user` procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5), wherein said portal view profile references at least one of a plurality of data miner modules each configured to extract predetermined information from a predetermined network entity in a networked computing environment; generating management information specified by the network administrator and derived from the extracted information; and displaying said management information in accordance with said portal view profile (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a `topology hierarchy` pane 903, a `topology view` pane 905, and an `alarm summary` pane 907. The `topology hierarchy` pane 903 displays the network hierarchy leading to the selected view. The `topology view` pane 905 displays icons that represent devices and views accessed through the view selected in the `topology hierarchy` pane 903." Column 9, Line 59 and Figure 5).

In regards to claim 48, Rangarajan teaches a method wherein generating management information comprises: generating management information only related

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to a portion of said networked computing environment for which said identified network administrator is authorized to manage (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a `start` terminal 201 and continues to an `authenticate user` procedure 203. The `authenticate user` procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 49, Rangarajan teaches a method wherein generating management information comprises: providing a database of data miner modules each generating or causing the generation of management information related to a predetermined network entity (Column 4, Lines 59-67, i.e. –storing data bout network devices in a database); providing a database of portal view profiles to display management information pertinent to a particular network administrator (Column 5, Lines 35-45, i.e. –load from a database, and column 9, lines 21-29), wherein each said portal view profile references at least one of said data miner modules (i.e. Figure 9); retrieving from said database of portal view profiles a portal view profile associated with said network administrator (Column 5, Lines 35-45); and invoking said retrieved portal view profile and said one or more data miner modules referenced therein (Column 9, Lines 21-29).

In regards to claim 50, Rangarajan teaches a service information portal for displaying a customer-based portal view display of a networked computing environment,

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comprising: at least one portal view profile each associated with and modifiable by a network administrator and comprising at least one reference to a data miner module configured to extract predetermined information from predetermined entities in the networked computing environment and to cause management information derived from the extracted information to be included in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading to the selected view. The 'topology view' pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5); and a portal view profile manager that provides a portal view profile associated with a specific one or more network administrators, wherein each said portal view profile is configured to cause generation of a portal view display of management information customized by the associated network administrator (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), wherein said portal view display is generated automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and

continues to an `authenticate user` procedure 203. The `authenticate user` procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 51, Rangarajan teaches a service information portal wherein said portal view display has a format and arrangement specified by the associated network administrator (i.e. "The user is able to use the display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 52, Rangarajan teaches a service information portal wherein said portal view display manager that configured to execute a selected one of said portal view profiles to generate said customized portal view display (i.e. "The `select default configuration` procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default configuration is selected, it is loaded by a `load selected configuration` procedure 209." Column 5, Line 9).

In regards to claim 53, Rangarajan teaches a service information portal wherein said portal view profile manager comprises a database of executable portal view profiles each designed for and/or by a particular network administrator, wherein each said at least one data miner module referenced in each said at least one portal view profile is stored in a library of data miner modules (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), and wherein said

portal view display manager is further configured to execute one of said portal view profiles and said at least one data miner module referenced therein (i.e. "The `select default configuration` procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default configuration is selected, it is loaded by a `load selected configuration` procedure 209." Column 5, Line 9).

In regards to claim 54, Rangarajan teaches a service information portal wherein a portal view edit manager configured to enable a network administrator to modify portions of said associated portal view profile (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12); and a help display manager configured to display help files in response to a network administrator's request (i.e. "A help SCA 827 invokes a help process that presents information to the user regarding the application." Column 9, Line 52).

Claim 55 is in the same context as claim 36; therefore it is rejected under similar rationale.

In regards to claim 56, Rangarajan teaches at least one portal view profile means for displaying a portal view display of management information pertaining to one or more entities in a networked computing environment for an associated network administrator, comprising at least one reference to a data miner means for extracting predetermined information from predetermined entities in the networked computing environment, and to provide the extracted information to said portal view profile means

for inclusion in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading to the selected view. The 'topology view' pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5); and means for displaying the portal view display automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

### ***Claim Rejections - 35 USC § 103***

Claims 35 and 42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rangarajan et al. (US 6275225).

In regards to claim 35, which is dependent on claim 28, the teachings of Rangarajan in regards to claim 28 have been discussed above. Rangarajan does not disclose that the portal view profile is associated with a plurality of network



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administrators, including said network administrator. Official Notice is given that the use of groups of users to define access privileges or display characteristics for a set of users is well known in the art. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Rangarajan with a means to associate a group of administrators with a portal view profile with the motivation to reduce individual portal setup and instead provide for a common portal profile for a set of common users.

In regards to claim 42, which is dependent on claim 41, the teachings of Rangarajan in regards to claim 41 have been discussed above. Rangarajan does not disclose that the portal view profile specification is a document type descriptor (.dtd) file and wherein said portal view profile is an XML file. Official notice is given that storing profiles in an XML format is well known in the art. Furthermore, the use of .dtd files in relation to XML, SGML, or HTML files is also notoriously well-known in the art. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Rangarajan with a means to store profiles as XML files where profile specifications are .dtd files with the motivation to allow a simpler and more extensible method to encode and store profile data.

### ***Response to Arguments***

Applicant's arguments filed 08/31/2005 have been fully considered but they are not persuasive.

The Applicant argues that Rangarajan does not teach at least or suggest a library of data miner modules from which a network administrator is able to select a desired data miner module. The Applicant further argues that the wizard of Rangarajan is not configured to extract predetermined information from a predetermined entity, and to cause management information derived from the extracted information to be displayed. The Examiner disagrees. Rangarajan teaches, "The user is able to use the display configuration control 511 to specify the format and the information that the user desires. The display configuration control 511 shown in FIG. 5, directed toward the network administration problem domain, uses an "ALARM" checkbox SCA, a "TOPOLOGY VIEW" checkbox SCA, and a "PIE/BAR" radio selection SCA. The `topology hierarchy` sample pane 507 contains a representation of the management domain selected by the network administrator. If the "TOPOLOGY VIEW" checkbox SCA is selected, the window 501 also contains a `topology view` sample pane 505 that previews what the user will see on the active console display. If the "ALARM" SCA is selected, the "PIE/BAR" radio button is enabled and allows the user to select whether the alarm summary will be in the form of a bar or pie chart. The `alarm information summary` sample pane 509 previews the alarm summary format when the console page is active." (Column 7, Line 45). All of the mentioned choices are data miner modules that the user is able to select for display.

The Applicant further argues that Rangarajan does not teach "at least one portal view profile ... comprising at least one reference to a data miner module." The

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Examiner disagrees. Figure 9 clearly shows one portal view profile and several data miner modules (i.e. topology and alarm summary).

### ***Conclusion***

**THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than **SIX MONTHS** from the mailing date of this final action.

### ***Inquiry***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Boris Pesin whose telephone number is (571) 272-4070. The examiner can normally be reached on Monday-Friday except every other Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kristine Kincaid can be reached on (571) 272-4063. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

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Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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